

VEHICLE IMPOUND SPECIALIST

Purpose:

To actively support and uphold the City's stated mission and values. To perform tasks related to the administrative hearing process as it relates to state law governing vehicle impounds including scheduling of hearings, preparation of data for the hearing, conducting the hearing, and completing all related reports.

Supervision Received and Exercised:

Receives general supervision from a Traffic Bureau Supervisor or from other supervisory or management staff.

Essential Functions:

Duties may include, but are not limited to, the following:

- Serves as the Police Department's Vehicle Impound Hearing Officer, as well as overseeing and administering the Program.
- Required to exercise independent judgment and possess specialized knowledge in the Arizona statutes governing vehicle impounds.
- Organize, coordinate and administer vehicle tow/impound related issues.
- Schedule and conduct tow hearings requested by citizens and collects administrative fees. Make decisions on the release or continued hold of vehicles based on standardized criteria, and completes documentation with regard to vehicles towed by the Tempe Police Department.
- Respond to questions and inquiries pertaining to the Tempe Police Department its policies, procedures, and actions taken in reference to vehicles towed.
- Act as liaison between the police department and private tow companies working under agreement with the police department.
- Provide updates and direction to tow companies as to the expectations of the Tempe Police Department.

CITY OF TEMPE

Vehicle Impound Specialist (continued)

Police Department

- Update and maintain databases, files and records in automated information systems; enters data into system files, and databases; researches and retrieves information from databases and incorporates data into assigned records and documents.
- Complete supplemental police reports related to tow hearings and vehicle disposition.
- Maintain a comprehensive and current knowledge of applicable state laws, regulations and other codes; and can reasonably apply those standards when dealing with tow companies and citizens.
- Mail impound notifications to registered owners and/or lien holders within the mandated time line of vehicles impounded.
- Maintains records on the number of vehicles impounded, number of hearings, number of vehicles released and monies received.
- Interact with the City Court, the contract towing companies, MVD, and other governmental agencies concerning a variety of impound questions and/or identification issues.
- Monitoring of phone lines to return all messages left relevant to police impounds.
- Mails impound notifications to registered owners of vehicles towed.
- Performs data entry of a variety of information related to the process for record keeping.
- Maintains productive working relationships and conducts themselves in a professional and respectful manner with customers.
- Operate a computer to include the use of word processing, spreadsheets, database, or other system software; audio recorder, copier, facsimile machine, general office equipment, or other equipment as necessary to complete all essential functions.
- Provide quality assurance in reviewing all vehicle tow forms for accuracy.
 Correct report number, registered owner/lien holder information, correct plate and VIN number.
- Resolve procedural, operational and other work-related problems arising from incomplete or erroneous reports. Address any corrections and training needed for both civilian and sworn personnel.

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Vehicle Impound Specialist (continued)

Police Department

• Investigate and work with sworn personnel pertaining to fraudulent documents presented for vehicle releases.

- Write civil citations and to testify in court.
- Provide training and guidance to patrol and administrative on vehicle impound procedures and changes.
- Recognize necessary changes and updates to laws and required forms.
- Interpret simultaneously and consecutively from English to Spanish and Spanish to English during interactions with the public, tow hearings, and court proceedings. Make oral and written translations during interactions with the public, tow hearings and court proceedings.
- Perform related duties as assigned.

Minimum Qualifications:

Experience:

Three years of responsible customer service or citizen assistance experience in a police agency or a related environment such as the court, county jail, state correctional facility, or in a responsible regulatory or enforcement capacity. Experience in providing both English to Spanish and Spanish to English interpreting services in a police agency or related environment such as the court, county jail, state correctional facility, or in a responsible regulatory or enforcement capacity.

Education:

Equivalent to the completion of the twelfth grade. Some college course work in criminal justice, police science or related field is desired.

Licenses/Certifications:

Requires the possession of a valid driver's license at time of hire.

Successful completion of a Spanish proficiency exam is required at time of hire.

Examples of Physical and/or Mental Activities:

(Pending)

CITY OF TEMPE Vehicle Impound Specialist (continued) Police Department Work Environment:

(Pending)

Competencies:

(Pending)

Job Code: 110

Status: Non-Exempt / Classified